Print

Custom data downloads EPI format

About the Custom EPI data download facility
AdviserNET's EPI download facility allows you to download data using the ' Auto 'or 'Custom' method for upload to other third party software providers.

Using Custom EPI downloads it's simple and easy to extract any data you need to efficiently manage and report on your clients' accounts.

- Generate data files for an individual or a group of clients in the open standard file format adopted by many industry participants - External Platform Interface (EPI) v3.2.
- Access the Custom Downloads option at adviser, office or dealer level (if accessing at office or dealer level you can select/deselect specific advisers/offices for inclusion).
- Specify product types for inclusion/exclusion in the data download.
- Include all transactions, or only those that have occurred since the last file download (or exclude transactions if you prefer).
- Include insurance products in the data download.

File format used for EPI downloads
The format of the custom download files complies with the open standard file format adopted by many industry participants - External Platform Interface (EPI) v3.2. This format is fully supported in XPlan version 1.26.0 onwards, BGL, Coin and Class Super.

Setting up a Custom EPI download file
To setup Custom EPI download files:

1. Select the clients/accounts you wish to download data for.
2. From Tools > Data downloads click EPI download.
3. Click Add.
4. Enter a download name (maximum of 50 characters).
5. Select the download type 'Custom'.
6. Select the relevant file format.
7. Select the subscription level required.
   - The 'Adviser' subscription level will include data for all clients under the selected adviser codes.
   - The 'Client' subscription level will only include data for the clients that have been selected.
8. Select the transactions to be included (Include all transactions, Include new and updated transaction only or Exclude transactions).
9. Nominate to include or exclude pending transactions (option not applicable if the 'Exclude transactions' option has been seleted.
10. If you don't want to include any of the selected options, untick the applicable box(es).
11. Click Submit. The 'EPI Downloads - summary' screen will display your new download request. You can run the download at any time.

Running your Custom EPI download file

1. From Tools > Data downloads click EPI downloads.
2. Select the custom download and click the download button. The custom download will be initiated and the Download Files screen will display.
3. Click [Refresh] until processing is complete and the download status updates to Generated or continue working elsewhere on AdviserNET and return to the Download files screen from Tools > Data downloads later.
4. Click [Download]. A File Download Dialog box will appear.
5. Click Save. A File Download box will appear with default file name [account name]-CUSTOM.zip (eg. Super Clients-CUSTOM.csv).
6. Click Save, Edit the file name (if required) and select the destination folder.
7. Click Save.

Accessing your Custom EPI download file
If you selected background download when creating a Custom EPI download file, you can navigate to other AdviserNET screens and access the file later. Download files, accessed from Tools > Data downloads > Download files will remain on the screen for a period of 14 days after the date of creation.

Viewing and maintaining your Custom EPI downloads

1. From Tools > Data downloads click EPI downloads.
2. Click the 'Edit' link for the applicable download file.
3. To change your client details define your Working group before clicking on the download name and amend the client details.
4. Change product or adviser selections (no other details can be changed). If you add new clients or advisers to your download file, data will be extracted since inception or the last date data was extracted for them. If you require an entire data refresh for one or more advisers, remove and add a new Custom EPI download.
5. Click Save.

Custom EPI download screen information and links

Download name	Displays the name of your download file.
Type	Displays as either Third Party (for Auto downloads) or Custom and the relevant file format.
First run	Date that the data file first ran.
Last run	Date that the data file last ran successfully.
Status	Download status will display as active. If the latest file is currently being processed it will display a status of processing or queued. If it a download displays a status of failed, call our Online Services team on 1800 060 802.
Edit	Click the 'Edit' link to amend your existing download file.
Delete	Click the delete icon to close down the custom download. Once deleted, you will not be able to access the download and it will be removed from the Custom downloads (EPI) screen.
Download	Click Download button for a new data file since the last run date.
Refresh	Click Refresh to view the latest status of files being processed.
Add	Click Add to setup new downloads.

Note:

- If you have problems uploading the AdviserNET data into your chosen third party financial planning software, contact the third party provider.
- If you undertake regular downloads, ensure that previous transaction periods are not included to avoid duplicate transactions being uploaded into the third party software.
- The more clients and transactions selected for each file download, the longer it will take to create the download file and save it to your computer. A warning message will display if a file is very large.

Transferring the Custom EPI download data to your third party software
To upload the data files into your chosen software, follow instructions provided by your third party software provider.

Information included in a Custom EPI download file
The initial auto download file will include all historical data for the accounts included. Subsequent files will only include transactions processed since the last file was sent.

We only send data for open accounts. Whilst we provide closing transactions when an account is closed, we don't provide historical data for closed accounts. To keep closed account data when transitioning to the auto data download facility or uploading a data refresh, ensure you retain your closed accounts data held in your third party software provider database and only upload/replace the data for open accounts.

The following information is included in the file:

- Investor details (including account name, account number, date of birth)
- Adviser details
- Account type
- Assets held (including managed funds, shares and cash)
- Asset pricing and valuation
- Asset allocation
- Transaction details including:
  - Cash deposits and withdrawals
  - Managed fund buys, sells and transfers
  - Share buys, sells and transfers
  - Corporate actions (eWRAP Investment accounts only)
  - Fees and expenses
  - Interest, income and dividends
- Gearing balance
- Tax provision
- Insurance details (where selected except PPPI)
- Income and distribution details

Requesting a data refresh from inception for advisers in an existing auto download
To arrange an entire data refresh for one or more advisers, remove the existing Custom EPI download and add a new Custom EPI download.

Accounts supported in a Custom EPI download file
All account types can be nominated to be included in the Custom EPI download files.

Who to contact when experiencing download or upload issues
If you have problems downloading the data from AdviserNET, contact our Online Services team on 1800 060 802.

If you have problems uploading the AdviserNET data into your third party financial planning software, contact your third party provider.

Close